



TORQ Analysis of First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand to Cargo and Freight Agents

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	53-1021.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Cargo and Freight Agents	43-5011.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

90

Ability TORQ

Skills TORQ

Knowledge TORQ

Level

96

Level

89

Level

84

Gaps To Narrow if Possible

Upgrade These Skills

Knowledge to Add

Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Oral Comprehension	57	2	75	Reading Comprehension	58	4	84	Transportation	56	4	86
Inductive Reasoning	48	2	50	Speaking	59	1	69				

LEVEL and IMPT (IMPORTANCE) refer to the Target Cargo and Freight Agents. GAP refers to level difference between First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand and Cargo and Freight Agents.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Cargo and Freight Agents	Importance
Oral Comprehension	55	57	75
Oral Expression	55	55	75
Written Comprehension	51	51	65
Speech Clarity	48	44	62
Written Expression	55	50	56
Problem Sensitivity	51	46	56
Near Vision	48	46	56
Speech Recognition	46	42	56



Deductive Reasoning	50		48		50
Inductive Reasoning	46		48		50
Selective Attention	44		44		50
Skill Level Comparison - Abilities with importance scores over 69					
Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand		Cargo and Freight Agents		Importance
Reading Comprehension	54		58		84
Active Listening	58		56		73
Critical Thinking	66		59		71
Speaking	58		59		69
Knowledge Level Comparison - Knowledge with importance scores over 69					
Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand		Cargo and Freight Agents		Importance
Transportation	52		56		86

Experience & Education Comparison							
Related Work Experience Comparison			Required Education Level Comparison				
Description		First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Cargo and Freight Agents	Description		First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Cargo and Freight Agents
10+ years		1%	0%	Doctoral		0%	0%
8-10 years		0%	0%	Professional Degree		0%	0%
6-8 years		5%	0%	Post-Masters Cert		0%	0%
4-6 years		15%	41%	Master's Degree		8%	0%
2-4 years		42%	3%	Post-Bachelor Cert		0%	0%
1-2 years		7%	2%	Bachelors		31%	36%
6-12 months		5%	6%	AA or Equiv		5%	2%
3-6 months		1%	28%	Some College		2%	3%
1-3 months		3%	0%	Post-Secondary Certificate		4%	0%
0-1 month		0%	0%	High School Diploma or GED		47%	23%
None		17%	16%	No HSD or GED		0%	34%
First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand			Cargo and Freight Agents				
Most Common Educational/Training Requirement:							
Work experience in a related occupation			Moderate-term on-the-job training				
Job Zone Comparison							

**3 - Job Zone Three: Medium Preparation Needed**

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

2 - Job Zone Two: Some Preparation Needed

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks**First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand****Core Tasks****Generalized Work Activities:**

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Developing and Building Teams - Encouraging and building mutual trust, respect, and cooperation among team members.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Specific Tasks**Occupation Specific Tasks:**

- Assess training needs of staff; then arrange for or provide appropriate instruction.
- Check specifications of materials loaded or unloaded against information contained in work orders.
- Collaborate with workers and managers

Cargo and Freight Agents**Core Tasks****Generalized Work Activities:**

- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

Specific Tasks**Occupation Specific Tasks:**

- Advise clients on transportation and payment methods.
- Arrange insurance coverage for goods.
- Assemble containers and crates used to transport items such as machines or vehicles.
- Attach address labels, identification codes, and shipping instructions to containers.
- Check import/export documentation to determine cargo contents, and classify goods into different fee or tariff groups, using a tariff coding system.
- Contact vendors and/or claims adjustment departments in order to resolve problems with shipments, or contact service depots



to solve work-related problems.

- Conduct staff meetings to relay general information or to address specific topics such as safety.
- Counsel employees in work-related activities, personal growth, and career development.
- Estimate material, time, and staffing requirements for a given project, based on work orders, job specifications, and experience.
- Evaluate employee performance, and prepare performance appraisals.
- Examine freight to determine loading sequences.
- Inform designated employees or departments of items loaded, and problems encountered.
- Inspect equipment for wear and for conformance to specifications.
- Inspect job sites to determine the extent of maintenance or repairs needed.
- Inventory supplies, and requisition or purchase additional items as necessary.
- Participate in the hiring process by reviewing credentials, conducting interviews, and/or making hiring decisions or recommendations.
- Perform the same work duties as those whom they supervise, and/or perform more difficult or skilled tasks or assist in their performance.
- Plan work schedules and assign duties to maintain adequate staffing levels, to ensure that activities are performed effectively, and to respond to fluctuating workloads.
- Prepare and maintain work records and reports that include information such as employee time and wages, daily receipts, and inspection results.
- Provide assistance in balancing books, tracking, monitoring, and projecting a unit's budget needs, and in developing unit policies and procedures.
- Quote prices to customers.
- Recommend or initiate personnel actions such as promotions, transfers, and disciplinary measures.
- Resolve personnel problems, complaints, and formal grievances when possible, or refer them to higher-level supervisors for resolution.
- Review work throughout the work process and at completion, in order to ensure that it has been performed properly.
- Schedule times of shipment and modes of transportation for materials.
- Transmit and explain work orders to laborers.

Detailed Tasks

to arrange for repairs.

- Coordinate and supervise activities of workers engaged in packing and shipping merchandise.
- Determine method of shipment, and prepare bills of lading, invoices, and other shipping documents.
- Direct delivery trucks to shipping doors or designated marshalling areas, and help load and unload goods safely.
- Direct or participate in cargo loading in order to ensure completeness of load and even distribution of weight.
- Enter shipping information into a computer by hand or by using a hand-held scanner that reads bar codes on goods.
- Estimate freight or postal rates, and record shipment costs and weights.
- Inspect and count items received and check them against invoices or other documents, recording shortages and rejecting damaged goods.
- Install straps, braces, and padding to loads in order to prevent shifting or damage during shipment.
- Keep records of all goods shipped, received, and stored.
- Maintain a supply of packing materials.
- Negotiate and arrange transport of goods with shipping or freight companies.
- Notify consignees, passengers, or customers of the arrival of freight or baggage, and arrange for delivery.
- Obtain flight numbers, airplane numbers, and names of crew members from dispatchers, and record data on airplane flight papers.
- Open cargo containers and unwrap contents, using steel cutters, crowbars, or other hand tools.
- Pack goods for shipping, using tools such as staplers, strapping machines, and hammers.
- Prepare manifests showing baggage, mail, and freight weights, and number of passengers on airplanes, and transmit data to destinations.
- Retrieve stored items and trace lost shipments as necessary.
- Route received goods to first available flight or to appropriate storage areas or departments, using forklifts, handtrucks, or other equipment.
- Send samples of merchandise to quality control units for inspection.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- calculate monetary exchange



Detailed Work Activities:

- assign work to staff or employees
- communicate technical information
- conduct or attend staff meetings
- conduct training for personnel
- demonstrate or explain assembly or use of equipment
- determine loaded cargo complies with regulations or specifications
- direct and coordinate activities of workers or staff
- establish employee performance standards
- inspect machinery or equipment to determine adjustments or repairs needed
- inspect material moving equipment
- inventory stock to ensure adequate supplies
- maintain file of job openings
- maintain inventory of office equipment or furniture
- maintain job descriptions
- maintain production or work records
- maintain records, reports, or files
- modify work procedures or processes to meet deadlines
- monitor worker performance
- orient new employees
- oversee work progress to verify safety or conformance to standards
- prepare or maintain employee records
- prepare reports
- read blueprints
- read technical drawings
- requisition stock, materials, supplies or equipment
- resolve customer or public complaints
- review schedules to obtain cargo loading information
- schedule activities, classes, or events
- schedule employee work hours
- understand second language
- understand technical operating, service or repair manuals
- use oral or written communication techniques
- verify cargo against shipping papers

Technology - Examples

Electronic mail software

- Microsoft Outlook

Enterprise resource planning ERP software

- Sage Accpac ERP

Human resources software

- collect payment
- compile numerical or statistical data
- expedite freight movement
- load/unload passenger luggage or cargo
- maintain records, reports, or files
- observe loading of freight to ensure crew compliance with procedures
- obtain flight information from dispatcher
- prepare reports
- provide customer service
- read maps
- route freight shipments
- sell products or services
- use computers to enter, access or retrieve data
- verify ticket or pass

Technology - Examples



- Employee scheduling software

Inventory management software

- Inventory control software

- Warehouse management software

Office suite software

- Microsoft Office

Spreadsheet software

- Microsoft Excel

Time accounting software

- Time and attendance software

Word processing software

- Microsoft Word

Tools - Examples

- Barcode scanners

- Tape guns

- Desktop computers

- Dollies

- Forklifts

- Glue guns

- Claw hammers

- Handtrucks

- Power hoists

- Hydraulic jacks

- Hoisting hooks

- Personal computers

- Hand planes

- Power saws

- Hand saws

- Scaffolding

- Material-hoisting slings

- Utility knives

- Hydraulic winches

- Overhead cranes

- Banding machines



Labor Market Comparison

Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Cargo and Freight Agents	Difference
Median Wage	\$ 34,540	\$ 40,360	\$ 5,820
10th Percentile Wage	\$ 20,140	\$ 28,000	\$ 7,860
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 43,730	\$ 47,570	\$ 3,840
90th Percentile Wage	\$ 52,080	\$ 52,070	\$(10)
Mean Wage	\$ 35,450	\$ 40,390	\$ 4,940
Total Employment - 2007	1,160	170	-990
Employment Base - 2006	1,153	163	-990
Projected Employment - 2016	1,278	171	-1,107
Projected Job Growth - 2006-2016	10.8 %	4.9 %	-5.9 %
Projected Annual Openings - 2006-2016	37	5	-32

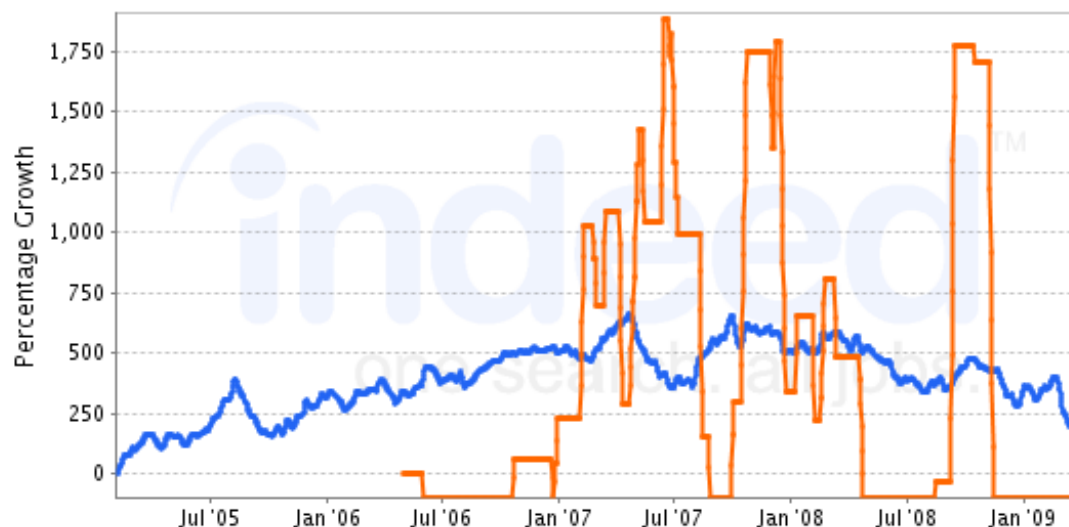
National Job Posting Trends

Trend for First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand

Trend for
Cargo and
Freight
Agents

Job Trends from Indeed.com

— Material Mover Supervisor — Cargo and Freight Agent

Data from [Indeed](http://Indeed.com)

**Recommended Programs****General Office/Clerical and Typing Services**

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
53-1021.00	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	100	3	1,160	\$34,540.00	\$0.00	11%	37
11-3071.02	Storage and Distribution Managers	90	3	710	\$62,270.00	\$27,730.00	5%	25
11-9131.00	Postmasters and Mail Superintendents	90	3	420	\$55,200.00	\$20,660.00	-5%	10
43-5011.00	Cargo and Freight Agents	90	2	170	\$40,360.00	\$5,820.00	5%	5
43-5061.00	Production, Planning, and Expediting Clerks	87	2	1,320	\$38,490.00	\$3,950.00	-1%	35
11-3071.01	Transportation Managers	87	3	710	\$62,270.00	\$27,730.00	5%	25
43-5051.00	Postal Service Clerks	87	2	580	\$44,780.00	\$10,240.00	-3%	13
11-3011.00	Administrative Services Managers	87	4	1,090	\$56,630.00	\$22,090.00	5%	34
13-1071.01	Employment Interviewers	87	3	610	\$41,200.00	\$6,660.00	10%	19
13-2071.00	Loan Counselors	87	4	60	\$35,110.00	\$570.00	-3%	1
11-3031.02	Financial Managers, Branch or Department	86	4	2,440	\$67,670.00	\$33,130.00	7%	58
13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$14,820.00	3%	44
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	86	4	770	\$43,900.00	\$9,360.00	8%	23



41-1012.00	First-Line Supervisors/Managers of Non-Retail Sales Workers	86	4	930	\$55,220.00	\$20,680.00	-1%	19
41-3031.02	Sales Agents, Financial Services	86	4	0	\$65,230.00	\$30,690.00	5%	33

Top Industries for Cargo and Freight Agents

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Freight transportation arrangement	488500	33.71%	28,987	36,033	24.31%
Scheduled air transportation	481100	22.04%	18,952	20,521	8.28%
Couriers	492100	8.85%	7,611	8,021	5.38%
Support activities for air transportation	488100	5.67%	4,877	5,778	18.46%
General freight trucking	484100	5.28%	4,536	5,032	10.92%
Warehousing and storage	493100	3.80%	3,266	4,278	30.98%
Rail transportation	482100	3.69%	3,175	2,680	-15.60%
Management, scientific, and technical consulting services	541600	2.52%	2,168	3,796	75.07%
Specialized freight trucking	484200	1.40%	1,204	1,330	10.46%
Self-employed workers, primary job	000601	1.08%	926	968	4.48%
Management of companies and enterprises	551100	0.93%	798	902	13.05%
Nonscheduled air transportation	481200	0.72%	615	683	11.03%
Deep sea, coastal, and great lakes water transportation	483100	0.58%	495	596	20.51%
Federal government, excluding postal service	919999	0.53%	458	424	-7.29%
Grocery and related product wholesalers	424400	0.26%	219	235	7.24%

Top Industries for First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Warehousing and storage	493100	9.37%	17,045	22,766	33.57%
Couriers	492100	6.22%	11,319	12,163	7.46%
Other automotive repair and maintenance	811190	5.49%	9,982	15,899	59.27%
General freight trucking	484100	3.87%	7,038	7,960	13.11%
Grocery and related product wholesalers	424400	3.60%	6,553	7,166	9.35%
Grocery stores	445100	2.17%	3,951	4,310	9.11%
Building material and supplies dealers	444100	2.08%	3,784	4,836	27.79%



Miscellaneous durable goods merchant wholesalers	423900	1.90%	3,466	3,979	14.80%
Miscellaneous nondurable goods merchant wholesalers	424900	1.59%	2,894	3,146	8.72%
Local government, excluding education and hospitals	939300	1.53%	2,782	3,125	12.34%
Lumber and other construction materials merchant wholesalers	423300	1.52%	2,771	3,183	14.86%
Specialized freight trucking	484200	1.51%	2,742	3,088	12.64%
Wholesale electronic markets and agents and brokers	425100	1.44%	2,628	2,983	13.48%
Plastics product manufacturing	326100	1.41%	2,567	2,721	6.00%
Employment services	561300	1.27%	2,316	2,931	26.56%